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(54) Title: METHOD AND APPARATUS FOR DETECTING PERFORMANCE, AVAILABILITY AND CONTENT DEVIATIONS IN ENTERPRISE SOFTWARE APPLICATIONS

(57) Abstract: An automated method and apparatus for monitoring the performance, availability, and content deviations in cross application transactions of enterprise software applications is discussed. Specifically, the invention automatically discovers transactions of monitored applications, maps services and their interdependencies, determines baselines for services and transaction behaviors, and identifies the point of deviation from the baseline. Furthermore, the invention monitors the content and context of transactions and service functions to determine a class of application problems, and operation faults, *i.e.* bugs that are not considered as performance and availability problems.



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